# BENGALURU METROPOLITAN TRANSPORT CORPORATION

**INVITES**

**TENDERS**

**FOR**

## SELECTION OF LICENSEE FOR PROVIDING SERVICE OF HOUSEKEPING INCLUDING PAY & USE TOILET COMPLEX AT VARIOUS BUS STATION (HIGHEST CHARGES). (BASAVESHWARANAGAR BUS STAND, KAVAL BYRASANDRA, BIDADI, AUSTIN TOWN & HOSAKERIHALLI BUS STAND) (AGS LAYOUT & CHIKKALASANDRA – NON-ECV)

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## SECTION-I

**NOTICE INVITING TENDER (NIT)**

**FOR**
**SELECTION OF A LICENSEE FOR CLEANING & MAINTENANCE OF BUS STATION PREMISES INCLUDING PAY & USE TOILET COMPLEX AT VARIOUS BUS STATIONS IN BMTC**

(Through Karnataka Public Procurement Portal only
https://www.kppp.karnataka.gov.in )

| | |
|---|---|
| Tender Reference No: [35/2025-26 CALL-2] | Dated: [03.07.2026] |
| Date and time of and availability of Tender Document | From [03.07.2026] to [23.07.2026] upto 17:00 IST to be downloaded from the Karnataka Public Procurement Portal https://www.kppp.karnataka.gov.in |
| Last date for submission of online Tenders on Karnataka Public Procurement Portal | On [ 23.07.2026] upto [17:00] IST |
| Date and Time for opening of Technical Tender on the Karnataka Public Procurement Portal | [ 27.07.2026] |
| Date and Time for opening of Financial Tender on the Karnataka Public Procurement Portal | To be intimated later |
| Validity of Tenders | 90 days from the last date for submission of Tenders |
| Selection basis | H1 (Highest monthly LF quoted) |
| Period for License | 3 (Three) Years |
| Address for Communications | Chief Traffic Manager (Com), Bengaluru Metropolitan Transport Corporation, |

| | |
|---|---|
| | K H Road, Shanthinagar, Bengaluru - 560027. |

## SECTION-II

Tender Terms & Conditions For Selection of Licensee for House Keeping service of Bus station premises including Pay & use Toilet Complex at Various BMTC Bus Stations.

**I. PRE-QUALIFICATION CRITERIA:**

**1) Technical Capacity:**

1. ID Proof with Photo Copy
2. Proof of Address both permanent and temporary
3. Experience Certificate if any.
4. GST Registration Certificate.

**2) Eligible Tenderer**

For determining the eligibility of Tenderer, the following conditions are required to be satisfied:

i. The licensee should have valid registration/license with Regional Labour commissioner.

ii. Self declaration of not have been blacklisted or be under order of debarment from participation during last 2 years as on the date of Notice Inviting Tender.

iii. Self declaration of not have been terminated during the last two years as on the date of submission of proposals for this tender due to non-fulfilment of contractual obligations as evidenced by imposition of penalty by any

procurement entity or judicial authority or judicial pronouncement against the tenderer.

iv. The Tenderer should have a Registered Office in Bengaluru. The Tenderer must hold a valid registration of Trade license/Registration with labour department as supporting documents.

v. Tech Form -1 Letter of Tender

vi. Tech Form-2 Details of the Tenderer

## II. EVALUATION AND OTHER CRITIEA

1. **Evaluation Criteria:** Based on the Highest Bid (H1) received per month subject to fulfilment of Pre-qualification criteria.
2. **Period of Contract:** 3 (Three) years from the effective date.
3. The License fee is inclusive of GST.
4. **Payment:** The License Fee should be paid on successful completion of the month i.e., on or before of 5th of next month. In case of delay or part payment of license fee, licensee is liable to pay simple interest at 2% per month & delay in the payment of goods & service tax licensee is liable to pay 18% GST per annum if applicable. Nonpayment of license fee by the Licensee for a consecutive three months or nonpayment of arrears amount equivalent to three months license fee the licensor reserves the right to terminate the contract and forfeit the security deposit.
5. **Escalation:** There shall be annual escalation of 10(Ten) % from second year of the date of commencement of the License period.
6. Licensee has to replenish the Security Deposit whenever there is an escalation of the License Fee during the Agreement Period.
7. The bid price shall be in rupees per month.
8. **Earnest Money Deposit: -**
   a. The EMD amount fixed as shown in **SCHEDULE-B**.
   b. The EMD do not carry any interest. The EMD of the unsuccessful bidders will be refunded only after finalization of tenders. BMTC shall not be responsible for any delay in refund of EMD due to reasons beyond its control in finalizing the tenders viz., Court Directive etc.
9. **Security Deposit:** The Licensee has to furnish security deposit for an amount of 6 times of monthly License Fee or Rs.30,000/- whichever is higher, the deposit shall be in the form of DD/RTGS/NEFT drawn in favour of **CAO FA BMTC.** The Security deposit is liable to be forfeited either in full or in part if the licensee fails to carry out the work as per the terms and conditions of the assignment letter / agreement or in case of non settlement of claims. The Security deposit does not carry interest. The Security deposit will be refunded only after the successful

completion of contract period or termination of contract duly recovering the dues to the corporation, if any.

10. The EMD of the successful licensee will be adjusted towards security deposit. The selected licensee shall remit balance security deposit & enter into agreement within 21 days (including holidays) from the date of issue of allotment letter, failing which, Earnest Money Deposit will be forfeited and allotment will be cancelled by duly black listing the licensee and the licensee will not be permitted to participate in any of the tenders of BMTC for a period of two (2) years from the date of such black listing.
11. The Licensor reserves the right to accept, reject or cancel any or all the Tenders or to abandon the Tender process without assigning any reasons thereof & shall not incur any liability to the Tenderers.
12. **Risk Purchase Clause:** If the services are not provided as per the delivery schedule/as per the scope of work/specifications/terms and conditions of the assignment letter/ agreement BMTC will obtain services from alternate sources. Extra expenditure incurred thereof along with the penalty for non–fulfilment of contractual obligations shall be payable by the licensee failing which same will be recovered from security deposit.
13. **Insurance:** The Licensee shall at its cost and expense, purchase and maintain by due re-instatement or otherwise, such insurance as are necessary including but not limited to the risk and coverages as provided. BMTC shall not be responsible for any of the staff insurance.

a) **Evidence of Insurance:** The Licensee shall, from time to time, shall maintain mandatory insurance policies (or appropriate endorsements, certifications or other satisfactory evidence of insurance). The Licensee shall from time to time promptly pay insurance premium, keep the insurance policies in force and valid throughout the License Period.

14. **Indemnity:** The Licensee has to indemnify the licensor, against any kind of claims, damages or compensation by personnel under the provisions of all labour laws & all applicable laws in force from time to time. The Licensor will not own any responsibility in this regard. The Licensee will be liable for any such consequences resulting from violation of applicable laws.

## SECTION-III

### I. SCOPE OF WORK:

1. The details of the works to be undertaken are as per schedule-A and as below. The Licensee required to deploy sufficient workers and supervisory staff to carry out the Housekeeping services & Toilet maintenance services.

2. The works covered under the scope of this tender shall include Housekeeping services for BMTC Office Area/ Stair case & common area except area allotted to other Licensees, waste disposal sewerage & Underground drainage clearance whenever its blocked, maintenance of bus bay & platform area, office toilets maintenance, lawn maintenance, subway area, terrace area & Toilet complex area.
3. The cost of inputs, consumables, machineries etc required for maintenance and cleaning of the Bus Station to be borne by the licensee.
4. The Licensee has to provide mechanized cleaning equipments such as;

    a) Heavy duty scrubber - 1 No.
    b) Single disc scrubber - 1 No.
    c) Aluminium ladder (30ft) - 1 No.
    d) Heavy duty wet & dry vacuum cleaner - 1 No.
    e) High pressure jet pump - 1 Nos.
    f) Single mop ringer trolley bucket - 1 No.
    g) Pest control spraying machine - 1 No.
    h) Wheel barrow Trolley (Small) - 1 No.
    i) Wheel barrow Trolley (Large) - 1 No.

5. Removal of all stains from the toilet floors, urinal walls, and other porcelain fittings in all the toilets and bathrooms.
6. Cleaning & perfuming all toilets with bus stands, wash basins, urinals at regular intervals (continuously) with detergents. This includes keeping air fresheners, naphthalene balls, etc. in urinals and toilets.
7. Licensee shall ensure that the toilets are cleaned and maintained in good condition to meet excellent standards on par with metro stations and airports.
8. The Toilet facilities should function 7 days a week.
9. The Licensee shall not erect or display any advertisement or signboards in the Toilet complexes and its premises.
10. Licensee shall operate all equipment, fittings, and fixtures (electrical /mechanical/plumbing etc.) on regular basis and ensure the smooth functioning of the area such as operation of pumps for filling water to tanks as per the requirement.
11. In pay and use Toilet Complex the Licensee shall at his own cost maintain / ensure

    a. Replace the bulbs/ tubes in public toilets.
    b. Replace or repair in the leakage of taps.
    c. Latches on all doors of public toilets.
    d. Ensure proper maintenance of doors & other structures.
    e. Water supply at all times in public toilets.
    f. Repair/ replace the closets/pans in public toilets.
    g. Provide mugs and buckets in public toilets.
    h. Undertake pest control measures.
    i. Waste management and disposal.
    j. Display Signage’s in toilets.
    k. Cleaning of all Toilet Complexes with standard quality cleaner/acid

continuously and kept hygienic without giving any scope for complaints.

## II. Work Detail:

1. Monthly two times cleaning of terrace area including staircase head rooms and vacant place of TTMC Bus stations & etc., as a part of the tender.
2. Cleaning of toilet complex in the bus stand which include toilet flooring, wash basins, commodes, urinals, mirrors, fixtures Water Closets (WC) etc., with good quality disinfectants **once in every two hours a day.**
3. Regular cleaning and maintenance, Sweeping and wet mopping of floors, Bus Bays & platforms, Office Area, Staircase, Ramps, Drive ways, common area, inside lifts, passenger seats, office toilets etc..,
4. Regular removal of garbage.
5. Cleaning of structural glazing area, granite cladding, and removal of cobwebs over buildings, roofs and other structures monthly two times.
6. Daily cleaning and dusting of pillars and walls. Cleaning and dusting of furniture both wooden, steel, wooden doors and windows. Cleaning and dusting of commuters waiting halls, including seats provided at the office. Cleaning and dusting of electrical fittings, fixtures, tube lights bulbs etc., Cleaning and dusting of time-table boards, destination boards, office location boards, name boards etc., at bus station.
7. Cleaning of electrical fixtures like fans, tube light fittings, ceiling and exhaust fans. Cleaning of walls and removing of stains on the wall, cleaning of open corridors surroundings of the complex, cleaning of dustbins and spittoons.
8. Cleaning of drinking water equipments at the complex.
9. The service provider shall make arrangements to dispose the segregated dry & wet waste separately at their own cost. The Licensee shall not dump the waste in BMTC any other premises.
10. Cleaning blockages of UGD & sewerage drain.
11. Removing the silt collected during the rainy season.
12. Removal of web in and outside the complex etc.
13. Prevention of stagnation of water in the premises.
14. Cleaning of Sub ways, Ramps, Staircases.
15. Naphthalene balls shall be replaced in the urinals & washbasins frequently.
16. The staff has to wear uniform with name badge.
17. Clearing and cleaning of dust bins atleast twice a day and washing of dust bins, if necessary. For this purpose, maintain wet, dry and sanitary waste collection bins separately as required under municipal regulations at toilets.
18. Thorough washing of all toilets with chemicals, acids, detergents etc. once in a week.

19. Dusting and cleaning of the toilets and urinals shall be cleaned with standard quality acid continuously and kept hygienically without giving any scope for complaints.

## SECTION-IV

### General Terms & Conditions

1) **Electricity& Water charges for Providing Housekeeping service:**
   **For HOUSEKEEPING**
   - BMTC will provide water & Electricity for use of inmates/ cleaning of crew rest rooms, BMTC office, and for the cleaning of the bus stand premises without any charges.
   - The License / Contract will be terminated, if the licensee misuses the same.

2) **Electricity& Water charges for Providing Toilet Complex service:**
   **FOR TOILET COMPLEX**
   - Water and electricity will be provided by BMTC for Public Toilets on availability and on chargeable basis. The Licensee shall pay all charges towards consumption of electricity and water for operating the Toilet Complexes as may be billed and notified by Licensor or concerned Authority. Such charges shall be paid promptly within the due dates.
   - Whenever the water is supplied from BMTC from its own source for toilet maintenance the Licensee shall pay 5% of the License fee towards the Water charges. In case the water is supplied from BWSSB the licensee shall pay the charges of water consumed proportionate to the units consumed (as per meter/sub-meter readings) as per the bill raised by BWSSB. If the organization is unable to supply water in full as per the requirement due to shortage of water resources, and the licensee makes the necessary partial water arrangement at their own expense, the Bus station authorities shall confirm this. Water charges of 4% on the license fee will be charged for partial water supply.
   - If electricity and water is supplied from BMTC, the civil Dept shall raise the bills in the completion of the month within 15$^{th}$ of next month and the jurisdictional depot manager/Bus-stand in charges shall ensure delivery of bills within 15$^{th}$ and the payments of bills within the end of the same month. In case of delayed payment interest @ 2% per month will be charged.
   - When Licensee makes his own arrangement for water for public toilets, in such cases Licensee is exempted from paying water bill during that period.
   - The Licensee shall obtain prior permission from the BMTC to dig the Borewell at his own cost. If the Licensee uses water from the same, he shall not pay any water charges to BMTC till completion of the contract including extended period. Whenever BMTC requires borewell water, the licensee should provide at free of cost.

3) The Licensee shall bear the cost of disposal of waste generated in housekeeping maintenance area & Toilet complex area.

4) The selected Licensee shall be entitled to collect **Rs.5/- per head from users of the toilet, while Urinal facility shall be provided free. The sign boards in this regard shall be clearly displayed both in Kannada & English.**

5) The Licensee shall not engage child labour.

6) The Licensee shall post substitute labour in case of regular worker avails leave/absent or abstained from duty. Totally the cleaning work should not suffer.

7) The worker engaged for Housekeeping Maintenance services & Toilet Complex services should be present at the complex. In case the worker and the supervisory staff is not found at the complex/work spot at the time of inspection of complex by the officers of the corporation, Corporation reserves the right to recover the Proportionate value of the contractual amount besides initiating action to terminate the contract.

8) During the course of inspection by the officers of the Corporation, if the work is found to be unsatisfactory, the corporation reserves the right to impose penalty for the unsatisfactory work rendered by the workers/labourers and the same will be deducted from the bill.

9) **The payment of statutory contributions:** Every month the selected Agency shall pay all statutory contributions like PF, ESI, PT in the name of persons deployed. Every month the Licensee shall pay other statutory contributions and Taxes if any without fail. A copy of the documentary proof having paid all the above contributions, Taxes shall be furnished. In addition TDS as applicable shall be deducted. BMTC shall not be responsible for payment of wages and also not be responsible for non-payment of any statutory recoveries like PF, ESI etc., in respect of the workers engaged by the Licensee.

10) The Licensee has to ensure that the workers are undergone health check-up twice a year.

11) **Staff Deploying:** The Licensee shall deploy the staff sufficiently to maintain the cleanliness which includes supervisory staff and off reliever. The Number of Staff that will be deployed shall be provided before entering into agreement.

12) The wages paid to the employees engaged shall be strictly confirmed to the provisions of the Minimum Wages Act pertaining to Safai Karmacharis who work underground drainage, floor, bath room & toilet and other workers engaged in similar kinds of work which is existed as and when. The monthly payments shall be made directly through their individual Bank accounts only. The Successful Licensee is required to provide the bank account statement of wages paid to the labourers every month.

13) The Licensee shall provide Identity Cards to his Individual Workers and also safety equipment/gadgets as per norms.

14) The Licensee shall make use of his own equipment and materials for cleaning of complex/Bus station/ office area & Toilet complex.

15) The Licensee shall maintain the required registers, books and accounts etc., under various statutory enactment and laws applicable.

16) The Licensee shall clean the whole premises & toilet premises and get certified by stand in-charge/ Assistant Traffic Manager in the prescribed register.

17) Employee attendance register maintained by the agency should be certified by the stand in-charge/ Assistant Traffic Manager on daily basis.

18) The Licensee should agree to undertake that he shall not claim to be a Lessee under this agreement at any point of time and subsequently involve the Corporation in litigation.

19) The Licensee have to execute an agreement on requisite valued stamp paper as per Karnataka Stamp Act regarding the performance of the contract after duly depositing the prescribed interest free Security Deposit.

20) The Corporation shall increase or decrease the toilet complexes corresponding to LF quoted with prior notice to the agency.

21) The Corporation may increase or decrease the housekeeping area with prior notice to the agency on pro-rata charges.

22) The labour engaged for the services shall be able to address the commuters in Kannada language.

23) If the performance of the Licensee is found to be unsatisfactory, the contract would be terminated even within the stipulated period of contract without assigning any reasons and notice besides forfeiting the Security Deposit.

24) If the Licensee decided to terminate the contract prematurely before the end of **01 (one) year**, BMTC shall forfeit the entire Security Deposit.

25) The licensee may get the License terminated prematurely by issuing 3 month’s advance notice to BMTC after completion of one year license or by paying 3 month’s license fee equivalent to 3 months notice period for termination.

26) The Licensor shall have the right to terminate the license giving **two months** notice without assigning any reason thereof. The Security Deposit will be refunded in such case only.

27) The Licensee shall hand-over the possession of the premises voluntarily and he shall not obstruct the Licensor from taking possession by approaching the Civil Court or against floating fresh tender.

28) **Dispute Settlement:**
   a) In case of any dispute arising between the Licensor and Licensee in respect of the interpretations or performance of any terms and conditions of the agreement the same shall be referred to the Managing Director of BMTC to settle the dispute amicably and whose decision shall be final and conclusive.
   b) Any litigation arising out of the said contract would be restricted to the exclusive jurisdiction of Bengaluru City Commercial Courts.

29) **Subletting is strictly prohibited:** The license granted is not transferable to any third party. However, he shall deploy employees which are necessary for keeping toilet complex clean. In the event of the death of the licensee or the licensee becoming insolvent prior to the expiry of the period of the license, the license granted shall come to an end.

30) The successful Licensee shall comply with all the provisions of prevailing Contract Labour (Regulation and Abolition) Act, Workmen's Compensation Act. Provision of Hours of Employment Regulation Act, Payment of Wages Act, Factories Act, Employees PF Act, Bonus Act, Payment of Gratuity Act, Equal remuneration Act, ESI Act, Industrial Disputes Act, Employment of Children Act, MV Act and Regulation of Employment and Welfare Act or any other Act applicable. In case of consumer Forum case the liability will rest with the Licensee.

31) If the Licensee fails to fulfil contractual obligations or due to Event of default the license shall be terminated by forfeiting the security deposit.

## SECTION-V

### SCHEDULES

**Schedule-A: Definition of services and details of Jobs:**

The services herein mean and include the following:

**1.** Employment of Labourers i.e., workers and supervisors housekeeping for Operation & maintenance of toilet complex facility providing to the TTMC Bus stations. The Housekeeping services for TTMC Bus Station & premises herein mean the office complex, Bus station including sub ways & surroundings areas of complex with Bus station premises along with common area including: Pay & Use Toilet complex and excluding other space allotted to other Licensees.

**2.** The Licensee shall provide female cleaning staff in all the ladies toilets.

**3. Working hours for labourers:**

1st shift 06:00 hours to 14:00 hours
2nd Shift 14:00 hours to 22:00 hours
3rd Shift 22:00 hours to 6:00 hours (based on requirement)

4. **No-smoking zone:**
With a view to avoid chances of urinals and drainage system getting clogged with cigarette butts, the Licensee would ensure that toilet complexes are operated as a no-smoking zone. Proper signages should be displayed to prohibit smoking in the complexes.
5. **Penal Clause:**

| **Sl No** | **Particulars** | **Penalty** |
|---|---|---|
| **1** | The licensee shall be responsible for the maintenance of the toilet complex premises and for all omissions of all personnel assigned under the contract. | **a.** The licensee shall be liable to compensate for any loss arising out of theft/damage to materials, equipment, flooring and furniture etc. due to negligence, carelessness or any fault of their staff.<br><br>**b.** The concerned bus station in-charge shall report the loss or damage/obtain the opinion of the Divisional Controller. On the basis of that, the estimated damage amount given shall be adjusted in the security deposit. If the estimated damage is more than the value of the security deposit, such additional amount shall be paid to the Licensor by the licensee. Otherwise, the licensor shall take further action by obtaining the approval of the Competent Authority regarding termination of the license agreement. |
| **2.** | Failure to maintain statutory records of staff assigned under the license agreement, underpayment/non-payment of wages | **a.** Notice will be issued for the first case.<br>**b.** If the violation continues for a period of two months from the date of issue of the first notice, the Licensor shall have the right to terminate the license agreement and forfeit the security deposit. |
| **3.** | Additional charges levied by toilet users/complaints from passengers. | **a.** Fine of Rs.200/- will be imposed for each complaint confirmed by passengers/users/bus station officials.<br><br>**b.** If the number of complaints increases, the Licensor reserves the right to terminate the license agreement and forfeit the security |

| | | |
|---|---|---|
| | | deposit. |
| **4.** | If other complaints are received, except for excessive charges. | **a**. Fine of Rs.200/- will be imposed for each complaint confirmed by passengers/users/bus station officials.<br><br>**b.** If the number of complaints increases, the Licensor reserves the right to terminate the license agreement and forfeit the security deposit. |
| **5.** | Delay in payment of minimum wage, ESI, EPF, uniform and other statutory fees and remuneration to the deployed staff. | **a.** For first instance, the contractor will be fined Rs. 100/- per day of delay until the said amount is paid to the staff.<br><br>**b.** If the violation is repeated for more than 3 months in a year, the Licensor reserves the right to cancel the contract and forfeit the security deposit. |
| **6.** | If less staffs are assigned than allocated. | **a.** To impose a fine of Rs.200/- per day on each staff for not assigned to duty. In addition to the fine, an amount equal to the daily remuneration payable to the staff for the number of days not assigned will be deducted from the amount payable to the contractor.<br><br>**b.** If the staff shortage or absence continues for more than 07 days in a month, an additional penalty of Rs. 500/- per day will be imposed for each staff for not provided as allotted.<br><br>c. If the absence or shortage of staff continues for more than 15 days in a month, the Licensor reserves the right to cancel the contract and forfeit the security deposit amount. |
| **7.** | Non-performance/non-use of machines. | **a.** A fine of Rs.200/- per machine for the first day.<br>**b.** A fine of Rs.500/- per machine per day for the next two days.<br>**c.** A fine of Rs.1,000/- per machine per day for the next seven days.<br>If the problem continues for more than 10 days, the company reserves the right to terminate the contract and forfeit the security deposit. |
| **8.** | Complaint from passenger | **a.** A fine of Rs.200/- will be imposed per case based on the passenger |

| | | |
|---|---|---|
| | | complaint.<br>**b.** If the numbers of complaints are high, the Licensor has the right to terminate the license agreement and forfeit the security deposit. |

**FORMATS FOR SUBMISSION OF TENDERS**

**Tech Form – 1 Letter of Tender**

*[To be submitted on the letterhead of the Tenderer]*

Dated:

To

**The Chief Traffic Manager (Com),**
Bengaluru Metropolitan Transport Corporation,
K H Road, Shanthinagar, Bengaluru – 560 027.

Dear Sir,

**Sub**: **Tender for Selection of a Licensee for providing Housekeeping service & Toilet Complex service at .....Bus Station, Bengaluru**

1 With reference to your Tender document dated_____, I/We, having examined the Tender Documents and understanding their contents, hereby confirm that I/we have no reservations to the Tender Documents, including Addenda.

2 I/ We acknowledge that the Licensor will be relying on the information provided in the Tender submitted by us and the documents accompanying the Tender for selection of the Licenseefor the aforesaid Service, and I/ We certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Tender are true copies of their respective originals.

3 I/We shall make available to the Licensor any additional information/clarification it may find necessary or require to supplement or authenticate the Tender.

4 I/We acknowledge the right of the Licensor to reject our Tender without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.

5 I/We declare that we do not have any conflict of interest and that we are not insolvent/bankrupt.

6 I/We declare that we have not been blacklisted/ debarred by Procurement Entity, Central, State Government or any entity controlled by it, from participating in any Tender, for indulging in corrupt or fraudulent practices or deficiencies of services or for indulging in unfair trade practices or for any other reasons as on the last date for submission of Tenders.

7 I/We declare that we have not been terminated during the last two years as on the date of submission of proposals for this tender due to non-fulfillment of contractual obligations as evidenced by imposition of penalty by any procurement entity or judicial authority or judicial pronouncement against the tenderer.

8 I/ We understand that you may cancel the selection process at any time and that you

are bound neither to accept any Tender that you may receive nor to invite the Tenderer to Tender for the Services, without incurring any liability to the Tenderer.

9 I/ We believe that we satisfy the Pre Qualification Criteria and meet the requirements as specified in the Tender Document.

10 In the event of me/ us being declared as the Successful Tenderer, I/ We agree to enter into a License Agreement in accordance with the draft that has been provided by the Licensor. I/ We agree not to seek any changes in the aforesaid draft License Agreement and agree to abide by the same.

11 I/ We have studied all the Tender Documents carefully and also are aware of the site where the services are required to be provided. I/ We understand that except to the extent as expressly set forth in the draft License Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Licensor or in respect of any matter arising out of or relating to the selection process including the award of the License.

12 [I/ We offer an Earnest Money Deposit of [INR _____/-] (Rupees _____ Only) for the Services for which we have submitted the Tender (s) in accordance with the Tender Document.

13 The documents comprising the Tender, as specified in the Tender Document, have been submitted in the manner set out in the Tender Document.

14 The License Fee has been quoted by me after taking into consideration all the terms and conditions stated in the Tender Document; draft License Agreement, our own estimates of costs and revenues and after a careful assessment of the place where the services are required to be provided and all the conditions that may affect the provision of Services.

15 I/ We agree and undertake to abide by all the terms and conditions of the Tender Document.

16 I/ We shall keep this offer valid for 90 (Ninety) days from the last date of submission of Tenders as specified in the Tender Document.

17 I/ We agree to be bound by this offer if we are the Successful Tenderer for the aforementioned Service.

In witness thereof, I/we submit this Tender under and in accordance with the terms of the Tender document.

Yours Faithfully,

Date: **(Signature of the Authorised Signatory)**

Place: **Name and seal of Tenderer**

**Tech Form – 2 Details of the Tenderer**

*[To be submitted on the letter head of the Tenderer]*

1. **Tenderer Details**

(a) Name:
(b) Country of incorporation:
(c) Corporate Identity Number:
(d) Address of the office/corporate headquarters and its branch office(s), if any, in India:
(e) Address of the office/ corporate headquarters or its branch office(s), in Karnataka:
(f) Date of incorporation and/or commencement of business:

2. **Bank Details**

(a) Name of the Holder
(b) Bank Account No.
(c) Name of the Bank
(d) Branch Name
(e) IFSC Code

3. Brief description of the Tenderer including details of its main lines of business and proposed role and responsibilities in these Services:

4. Details of individual(s) who will serve as the point of contact/communication for the Licensor:

(a) Name:
(b) Designation:
(c) Company:
(d) Address:
(e) Telephone Number:
(f) E-Mail Address:
(g) Fax Number:
(h) Mobile:

5. Particulars of the Lead member Authorised Signatory of the Tenderer:

(a) Name:
(b) Designation:
(c) Company:
(d) Address:
(e) Telephone Number:
(f) E-Mail Address:
(g) Fax Number:
(h) Mobile:

6. Taxation Registrations:

(a) PAN number:
(b) Type of GST Registration as per the Act (Normal Taxpayer, Composition, Casual Taxable Person, SEZ, etc):
(c) GSTIN number:……in Consignor and Consignee States
(d) Contact Names, Nos. & email IDs for GST matters (Please mention primary and secondary contacts):……

7. The following information shall also be provided:

| No. | Criteria | Yes | No |
|---|---|---|---|
| 1. | Has the Tenderer been blacklisted/debarred by Procurement Entity, Central, State Government or any entity controlled by it, | | |

| | | | |
|---|---|---|---|
| | from participating in any Tender, for indulging in corrupt or fraudulent practices or deficiencies of services or for indulging in unfair trade practices or for any other reasons as on the last date for submission of Tenders. | | |
| 2. | If the answer to 1 is yes, does the bar subsist as on the date of submission of the Tender. | | |

**Note:**

Tenderer shall fill in this Form in the format provided above. No alterations to its format shall be permitted, and no substitutions shall be accepted.

**Signature of Tenderer with Date and Official Seal**

**(Name and Designation)**
**Duly authorized to sign the Tender on behalf of**
**(Name & address of the Tenderer and Seal of the Company**

## SCHEDULE-B

The details of the Bus Station requiring the House Keeping services & Toilet complex are all below: H1

| Sl.No | Name of Bus Station | Establishment | Area in sq.ft | Estimated LF (including GST) | EMD in Rs. |
|---|---|---|---|---|---|
| 1. | Basaveshwaranagar Bus Stand | Providing Housekeeping service including pay & use toilet complex | 55,901 | 20,931 | 25,000 |
| 2. | Kaval Byrasandra | | 11,299 | 17,600 | 25,000 |
| 3. | Bidadi | | 35,424 | 11,707 | 25,000 |
| 4. | Hosakerihalli | | 4,069 | 7,546 | 25,000 |
| 5. | Austin Town | | 14,628 | 17,481 | 25,000 |
| 6. | AGS Layout | | 4,996 | (NON-ECV) | 25,000 |
| 7. | Chikkalasandra | | 4,921 | (NON-ECV) | 25,000 |

Sd/

**Chief Traffic Manager (Com)**
**Tender Inviting Authority**

**SCHEDULE-C**

**Deed of Agreement for housekeeping services & Operation & Maintenance Services of Toilet Complex at _____ TTMC Bus Station.**

This Agreement made on this day of **MM-YYYY** between the BMTC represented by **The Chief Traffic manager**, **BMTC Central Offices, Shanthinagar, Bengaluru-560027** hereinafter called the **"LICENSOR"** of the ONE PART (which term shall mean and include his successors, heirs and administrators in interest) and **Sri _____, (Residing)_____** hereinafter called the **"Licensee"** of the SECOND PART (which term shall mean and include his/her successors, heirs and administrators in interest).

WHEREAS the Licensor desirous of having its premises, fixtures and fittings therein particularly cleaned and serviced as per the terms & conditions. Accordingly, the Licensor has floated Tender Notification No..... dated..... (through e- procurement portal).

WHEREAS, the part of the second part has participated in the tender and selected as Highest One (H-1) for providing Housekeeping service and Operation & Maintenance of Pay & use Toilet complex Services at _____ **Bus Station.**

**NOW THIS DEED OF AGREEMENT WITNESSETH AS FOLLOWS:-**

1. This contract will be in force for period of 03 (Three) year from the **_____ (Effective date) to _____**.
2. In consideration of the Licensee performing the said service to satisfaction of the Licensor, the Licensee shall pay Monthly license fee to licensor a sum of Rs. _____/-(Rupees. _____ only) including GST.
3. That in consideration of the payment of Rs._____/- **(Rupees _____ only)** as interest free security deposit of 6 times of monthly License Fee or Rs.30,000/- whichever is higher. The Licensee deposited an Earnest Money Deposit amount of **Rs. _____/-** (Rupees. _____ only) during the tender through NEFT accounted under BMTC receipt No: **_____ Dated: DD.MM.YYYY** shall be treated as the part of Security Deposit. The balance Security Deposit of Rs. **_____/- (Rupees _____ only)** is paid through **RTGS/DD/NEFT Dated: DD.MM.YYYY** accounted under BMTC receipt **_____ Dated: DD.MM.YYYY** The Security Deposit will not carry any interest. The Security deposit will be refunded after successful completion of the agreement after adjusting the dues payable if any to BMTC.

4. **License Type:** H1 i.e., the licensee has to pay the license fee to BMTC (Licensor).
5. **Period of Contract:** 3 (three) year from effective date.
6. **Payment:** The License Fee should be paid on successful completion of the month i.e., on or before of 5th of next month. In case of delay or part payment of license fee, licensee is liable to pay simple interest at 2% per month & delay in the payment of goods & service tax licensee is liable to pay 18% GST per annum if applicable. Nonpayment of license fee by the Licensee for a consecutive three months or nonpayment of arrears amount equivalent to three months license fee the licensor reserves the right to terminate the contract and forfeit the security deposit.
7. **Escalation:** There shall be annual escalation of 10(Ten) % from second year of the date of commencement of the License period.
8. The Licensee has to replenish the Security Deposit whenever there is an escalation of the License Fee during the Agreement Period.
9. The Licensee shall carry Housekeeping service and operation & maintenance of pay & use toilet complex works, the licensee shall bear the cost of inputs and materials for Housekeeping service Bus stand & cleaning the toilet complex of the Bus Station and the Licensee shall repair & clean pay & use toilet complex at his own cost and maintain / ensure as per **Annexure A**.
10. The Licensee has to deploy/engage sufficient workers and supervisory staff to carry out the Housekeeping service Toilet Management services.
11. **Electricity& Water charges for Providing Housekeeping service:**

- BMTC will provide water & Electricity for use of inmates/ cleaning of crew rest rooms, BMTC office, and for the cleaning of the bus stand premises without any charges.
- The License / Contract will be terminated, if the licensee misuses the same.

12. **Electricity& Water charges for Providing Toilet Complex service:**

- Water and electricity will be provided by BMTC for Public Toilets on availability and on chargeable basis. The Licensee shall pay all charges towards consumption of electricity and water for operating the Toilet Complexes as may be billed and notified by Licensor or concerned Authority. Such charges shall be paid promptly within the due dates.
- Whenever the water is supplied from BMTC from its own source for toilet maintenance the Licensee shall pay 5% of the License fee towards the Water charges. In case the water is supplied from BWSSB the licensee shall pay the charges of water consumed proportionate to the units consumed (as per meter/sub-meter readings) as per the bill raised by BWSSB. If the organization is unable to supply water in full as per the requirement due to shortage of water resources, and the licensee makes the necessary partial water arrangement at their own expense, the Bus station authorities shall confirm this. Water charges of 4% on the license fee will be charged for partial water supply.
- If electricity and water is supplied from BMTC, the civil Dept shall raise the bills in the completion of the month within 15$^{th}$ of next month and the jurisdictional depot manager/Bus-stand in charges shall ensure delivery of bills within 15$^{th}$ and the payments of bills within the end of the same

month. In case of delayed payment interest @ 2% per month will be charged.

- When Licensee makes his own arrangement for water for public toilets, in such cases Licensee is exempted from paying water bill during that period.
- The Licensee shall obtain prior permission from the BMTC to dig the Borewell at his own cost. If the Licensee uses water from the same, he shall not pay any water charges to BMTC till completion of the contract including extended period. Whenever BMTC requires borewell water, the licensee should provide at free of cost.

13. The Licensee shall bear the cost of disposal of waste generated in housekeeping maintenance area & Toilet complex area.
14. The selected Licensee shall be entitled to collect **Rs.5/- per head from users of the toilet, while Urinal facility shall be provided free. The sign boards in this regard shall be clearly displayed both in Kannada & English.**
15. The Licensee shall not engage child labour.
16. The Licensee shall post substitute labour in case of regular worker avails leave/absent or abstained from duty. Totally the cleaning work should not suffer.
17. The worker engaged for Housekeeping Maintenance services & Toilet Complex services should be present at the complex. In case the worker and the supervisory staff is not found at the complex/work spot at the time of inspection of complex by the officers of the corporation, Corporation reserves the right to recover the Proportionate value of the contractual amount besides initiating action to terminate the contract.
18. During the course of inspection by the officers of the Corporation, if the work is found to be unsatisfactory, the corporation reserves the right to impose penalty for the unsatisfactory work rendered by the workers/labourers and the same will be deducted from the bill.
19. **The payment of statutory contributions:** Every month the selected Agency shall pay all statutory contributions like PF, ESI, PT in the name of persons deployed. Every month the Licensee shall pay other statutory contributions and Taxes if any without fail. A copy of the documentary proof having paid all the above contributions, Taxes shall be furnished. In addition TDS as applicable shall be deducted. BMTC shall not be responsible for payment of wages and also not be responsible for non-payment of any statutory recoveries like PF, ESI etc., in respect of the workers engaged by the Licensee.
20. The Licensee has to ensure that the workers are undergone health check-up twice a year.
21. **Staff Deploying:** The Licensee shall deploy the staff sufficiently to maintain the cleanliness which includes supervisory staff and off reliever. The Number of Staff that will be deployed shall be provided before entering into agreement.
22. The wages paid to the employees engaged shall be strictly confirmed to the provisions of the Minimum Wages Act pertaining to Safai Karmacharis who work underground drainage, floor, bath room & toilet and other workers engaged in similar kinds of work which is existed as and when. The monthly payments shall be made directly through their individual Bank accounts only. The Successful Licensee is required to provide the bank account statement of wages paid to the labourers every month.

23. The Licensee shall provide Identity Cards to his Individual Workers and also safety equipment/gadgets as per norms.
24. The Licensee shall make use of his own equipment and materials for cleaning of complex/Bus station/ office area & Toilet complex.
25. The Licensee shall maintain the required registers, books and accounts etc., under various statutory enactment and laws applicable.
26. The Licensee shall clean the toilet premises and get certified by stand in-charge/ Assistant Traffic Manager in the prescribed register.
27. Employee attendance register maintained by the agency should be certified by the stand in-charge/ Assistant Traffic Manager on daily basis.
28. The Licensee should agree to undertake that he shall not claim to be a Lessee under this agreement at any point of time and subsequently involve the Corporation in litigation.
29. The Licensee have to execute an agreement on requisite valued stamp paper as per Karnataka Stamp Act regarding the performance of the contract after duly depositing the prescribed interest free Security Deposit.
30. The Corporation shall increase or decrease the toilet complexes corresponding to LF quoted with prior notice to the agency.

31. The Corporation may increase or decrease the housekeeping area with prior notice to the agency on pro-rata charges.

32. The labour engaged for the services shall be able to address the commuters in Kannada language.

33. If the performance of the Licensee is found to be unsatisfactory, the contract would be terminated even within the stipulated period of contract without assigning any reasons and notice besides forfeiting the Security Deposit.

34. If the Licensee decided to terminate the contract prematurely before the end of **01 (one) year**, BMTC shall forfeit the entire Security Deposit.

35. The licensee may get the License terminated prematurely by issuing 3 month's advance notice to BMTC after completion of one year license or by paying 3 month's license fee equivalent to 3 months notice period for termination.

36. The Licensor shall have the right to terminate the license giving **two months** notice without assigning any reason thereof. The Security Deposit will be refunded in such case only.

37. The Licensee shall hand-over the possession of the premises voluntarily and he shall not obstruct the Licensor from taking possession by approaching the Civil Court or against floating fresh tender.

38. **Dispute Settlement:**
    c) In case of any dispute arising between the Licensor and Licensee in respect of the interpretations or performance of any terms and conditions of the agreement the same shall be referred to the Managing Director of BMTC to settle the dispute amicably and whose decision shall be final and conclusive.
    d) Any litigation arising out of the said contract would be restricted to the exclusive jurisdiction of Bengaluru City Commercial Courts.

39. **Subletting is strictly prohibited:** The license granted is not transferable to any third party. However, he shall deploy employees which are necessary for keeping toilet complex clean. In the event of the death of the licensee or the licensee becoming insolvent prior to the expiry of the period of the license, the license granted shall come to an end.

40. The successful Licensee shall comply with all the provisions of prevailing Contract Labour (Regulation and Abolition) Act, Workmen's Compensation Act. Provision of Hours of Employment Regulation Act, Payment of Wages Act, Factories Act, Employees PF Act, Bonus Act, Payment of Gratuity Act, Equal remuneration Act, ESI Act, Industrial Disputes Act, Employment of Children Act, MV Act and Regulation of Employment and Welfare Act or any other Act applicable. In case of consumer Forum case the liability will rest with the Licensee.

41. If the Licensee fails to fulfil contractual obligations or due to Event of default the license shall be terminated by forfeiting the security deposit.

42. Scope Of Work: As mentioned in ANNEXURE A.

43. Working hours for labourers:
    1st shift 06:00 hours to 14:00 hours
    2nd Shift 14:00 hours to 22:00 hours

44. **Penal Clause:** As mentioned in the **ANNEXURE B.**

45. The work should be in conformity with the terms prescribed in the agreement. If the work is not carried out as per the agreement, then BMTC reserves the right to Black List such firms/Licensee.

46. All other terms & conditions notified with the notification published are valid and applicable. IN WITNESS WHEREOF, the parties to the Agreement have signed this Deed on the day month and year day first above mentioned.

**Licensor** **Licensee**

**Chief Traffic Manager (Com)** **( )**

Witness: Witness:

1) 1)

2) 2)

# ANNEXURE-A

## I. SCOPE OF WORK:

1. The details of the works to be undertaken are as per schedule-A and as below. The Licensee required to deploy/engage sufficient workers and

supervisory staff to carry out the Housekeeping services & Toilet maintenance services.

2. The works covered under the scope of this tender shall include Housekeeping services for BMTC Office Area/ Stair case & common area except area allotted to other Licensees, waste disposal sewerage & Underground drainage clearance whenever its blocked, maintenance of bus bay & platform area, office toilets maintenance, lawn maintenance, subway area, terrace area.
3. The cost of inputs, consumables, machineries etc required for maintenance and cleaning of the Bus Station to be borne by the licensee.
4. The Licensee has to provide mechanized cleaning equipments such as;
    a) Heavy duty scrubber - 1 No.
    b) Single disc scrubber - 1 No.
    c) Aluminium ladder (30ft) - 1 No.
    d) Heavy duty wet & dry vacuum cleaner - 1 No.
    e) High pressure jet pump - 1 Nos.
    f) Single mop ringer trolley bucket - 1 No.
    g) Pest control spraying machine - 1 No.
    h) Wheel barrow Trolley (Small) - 1 No.
    i) Wheel barrow Trolley (Large) - 1 No.

5. Removal of all stains from the toilet floors, urinal walls, and other porcelain fittings in all the toilets and bathrooms.
6. Cleaning & perfuming all toilets, wash basins, urinals at regular intervals (continuously) with detergents. This includes keeping air fresheners, naphthalene balls, etc. in urinals and toilets.
7. Licensee shall ensure that the toilet complex are cleaned and maintained in good condition to meet excellent standards on par with metro stations and airports.
8. The Toilet facilities should function 7 days a week.
9. The Licensee shall not erect or display any advertisement or signboards in the Toilet complexes and its premises.
10. Licensee shall operate all equipment, fittings, and fixtures (electrical /mechanical/plumbing etc.) on regular basis and ensure the smooth functioning of the area such as operation of pumps for filling water to tanks as per the requirement.
11. In pay and use Toilet Complex the Licensee shall at his own cost maintain / ensure
    a. Replace the bulbs/ tubes in public toilets.
    b. Replace or repair in the leakage of taps.
    c. Latches on all doors of public toilets.
    d. Ensure proper maintenance of doors & other structures.
    e. Water supply at all times in public toilets.
    f. Repair/ replace the closets/pans in public toilets.
    g. Provide mugs and buckets in public toilets.
    h. Undertake pest control measures.
    i. Waste management and disposal.
    j. Display Signage’s in toilets.

k. Cleaning of all Toilet Complexes with standard quality cleaner/acid

continuously and kept hygienic without giving any scope for complaints.

**II. Work Detail:**

1. Monthly two times cleaning of terrace area including staircase head rooms and vacant place of TTMC & etc., as a part of the tender.
2. Cleaning of office toilets which include toilet flooring, wash basins, commodes, urinals, mirrors, fixtures Water Closets (WC) etc., with good quality disinfectants **once in every two hours a day.**
3. Regular cleaning and maintenance, Sweeping and wet mopping of floors, Bus Bays & platforms, Office Area, Staircase, Ramps, Drive ways, common area, inside lifts, passenger seats, office toilets etc..,
4. Regular removal of garbage.
5. Cleaning of structural glazing area, granite cladding, and removal of cobwebs over buildings, roofs and other structures monthly two times.
6. Daily cleaning and dusting of pillars and walls. Cleaning and dusting of furniture both wooden, steel, wooden doors and windows. Cleaning and dusting of commuters waiting halls, including seats provided at the office. Cleaning and dusting of electrical fittings, fixtures, tube lights bulbs etc., Cleaning and dusting of time-table boards, destination boards, office location boards, name boards etc., at bus station.
7. Cleaning of electrical fixtures like fans, tube light fittings, ceiling and exhaust fans. Cleaning of walls and removing of stains on the wall, cleaning of open corridors surroundings of the complex, cleaning of dustbins and spittoons.
8. Cleaning of drinking water equipments at the complex.
9. The service provider shall make arrangements to dispose the segregated dry & wet waste separately at their own cost. The Licensee shall not dump the waste in BMTC any other premises.
10. Cleaning blockages of UGD & sewerage drain.
11. Removing the silt collected during the rainy season.
12. Removal of web in and outside the complex etc.
13. Prevention of stagnation of water in the premises.
14. Cleaning of Sub ways, Ramps, Staircases.
15. Naphthalene balls shall be replaced in the urinals & washbasins frequently.
16. The staff has to wear uniform with name badge.
17. Cleaning pay & use of toilets which includes toilet flooring, wash basins, commodes, urinals, mirrors, and fixtures, Water Closets (WC) etc., with good quality disinfectants **once in every two hours a day.**
18. Cleaning of structural glazing area, granite cladding, and removal of cobwebs in public toilets complexes monthly two times.
19. Clearing and cleaning of dust bins atleast twice a day and washing of dust bins, if necessary. For this purpose, maintain wet, dry and sanitary

waste collection bins separately as required under municipal regulations at toilets.

20. Thorough washing of all toilets with chemicals, acids, detergents etc. once in a week.

21. Dusting and cleaning of the toilets and urinals shall be cleaned with standard quality acid continuously and kept hygienically without giving any scope for complaints.

# ANNEXURE-B

**Penal Clause:**

| Sl No | Particulars | Penalty |
|---|---|---|
| **1** | The licensee shall be responsible for the maintenance of the toilet complex premises and for all omissions of all personnel assigned under the contract. | **a.** The licensee shall be liable to compensate for any loss arising out of theft/damage to materials, equipment, flooring and furniture etc. due to negligence, carelessness or any fault of their staff.<br><br>**b.** The concerned bus station in-charge shall report the loss or damage/obtain the opinion of the Divisional Controller. On the basis of that, the estimated damage amount given shall be adjusted in the security deposit. If the estimated damage is more than the value of the security deposit, such additional amount shall be paid to the Licensor by the licensee. Otherwise, the licensor shall take further action by obtaining the approval of the Competent Authority regarding termination of the license agreement. |
| **2.** | Failure to maintain statutory records of staff assigned under the license agreement, underpayment/non-payment of wages | **a.** Notice will be issued for the first case.<br>**b.** If the violation continues for a period of two months from the date of issue of the first notice, the Licensor shall have the right to terminate the license agreement and forfeit the security deposit. |
| **3.** | Additional charges levied by toilet users/complaints from passengers. | **a.** Fine of Rs.200/- will be imposed for each complaint confirmed by passengers/users/bus station officials. |

| | | |
|---|---|---|
| | | **b.** If the number of complaints increases, the Licensor reserves the right to terminate the license agreement and forfeit the security deposit. |
| **4.** | If other complaints are received, except for excessive charges. | **a**. Fine of Rs.200/- will be imposed for each complaint confirmed by passengers/users/bus station officials.<br><br>**b.** If the number of complaints increases, the Licensor reserves the right to terminate the license agreement and forfeit the security deposit. |
| **5.** | Delay in payment of minimum wage, ESI, EPF, uniform and other statutory fees and remuneration to the deployed staff. | **a.** For first instance, the contractor will be fined Rs. 100/- per day of delay until the said amount is paid to the staff.<br><br>**b.** If the violation is repeated for more than 3 months in a year, the Licensor reserves the right to cancel the contract and forfeit the security deposit. |
| **6.** | If less staffs are assigned than allocated. | **a.** To impose a fine of Rs.200/- per day on each staff for not assigned to duty. In addition to the fine, an amount equal to the daily remuneration payable to the staff for the number of days not assigned will be deducted from the amount payable to the contractor.<br><br>**b.** If the staff shortage or absence continues for more than 07 days in a month, an additional penalty of Rs. 500/- per day will be imposed for each staff for not provided as allotted.<br><br>c. If the absence or shortage of staff continues for more than 15 days in a month, the Licensor reserves the right to cancel the contract and forfeit the security deposit amount. |
| **7.** | Non-performance/non-use of machines. | **a.** A fine of Rs.200/- per machine for the first day.<br>**b.** A fine of Rs.500/- per machine per day for the next two days.<br>**c.** A fine of Rs.1,000/- per machine per day for the next seven days.<br>If the problem continues for more than 10 days, the company reserves the right to terminate the contract and forfeit the |

| | | |
|---|---|---|
| | | security deposit. |
| **8.** | Complaint from passenger | **a.** A fine of Rs.200/- will be imposed per case based on the passenger complaint.<br>**b.** If the numbers of complaints are high, the Licensor has the right to terminate the license agreement and forfeit the security deposit. |